

HIGH DESERT DOMESTIC VIOLENCE, INC.

CalWORKs DOMESTIC ABUSE SERVICES

SERVICE PLAN

On-Call Domestic Abuse Advocate - Contractor shall provide an on-call advocate trained in domestic abuse to immediately respond (within 30 minutes) to calls from HSS staff. A current HDDVP staff member shall be used for this position. When this advocate is not available, the outstation counselor or another Outreach staff member shall be available to provide assistance. The services provided to the clients shall include information, referral, crisis counseling, safety planning, and goal setting.

Welfare-to-Work - Contractor shall encourage and prepare CalWORKs applicants and recipients with the following Welfare-to-Work Activities: Personalized case management during shelter stay and related services such as job search assistance, computer availability for resume completion, and assistance with workplace-appropriate clothing. Transportation and childcare shall be arranged for employment interviews. Legal advocacy, court accompaniment, immigration advocacy and safety plans shall be addressed to assure worksite safety. Clients shall be given referrals to vocational training, substance abuse counseling and other agencies to support their ability to obtain and retain employment. Assistance in obtaining transitional living or relocation shall be provided and clients shall be offered furniture and household items to assist in independent living after their shelter stay.

Shelter - Contractor shall provide emergency shelter to battered women and their children.

Counseling and Parent Training - Contractor shall provide clients with group counseling and parenting training. CalWORKs clients shall receive assistance through the Outreach counseling group facilitated by a licensed MFT counselor. Participants will also be offered classes on parenting skills with a trained facilitator.

Counseling (Children) - Contractor shall arrange for a licensed MFT counselor to provide individual counseling to children whose mothers receive CalWORKs.

Peer Group - Contractor shall arrange peer group counseling sessions for clients. Professional group counseling sessions shall be facilitated by a marriage and family therapist

Child care - Contractor shall provide childcare for those clients participating in CalWORKs related services provided by Contractor. Childcare shall be available at emergency shelter and at the Outreach office during counseling sessions.

Outreach Center - Contractor shall provide education, counseling, peer support meetings, referrals to non-shelter clients, and visitation drop-offs and pick-ups, as well as other various services, in the Outreach Center.

Hotline - Contractor shall provide counseling and support through the 24-hour crisis hotline to callers. Trained staff shall provide support, referrals, crisis counseling, safety planning, and shelter intake through our 24-hour hotline. Bilingual assistance is available at shelter and outreach locations and on crisis hotline.

Emergency Services - Contractor shall provide short-term confidential safe housing as well as emergency food, clothing, and transportation to victims of domestic violence and their children.

Alternate mailing address - Contractor shall provide an alternative mailing address for clients to utilize. Contractor shall maintain a Post Office Box that is available for use by clients needing a safe place for mail delivery. Client mail shall be held at Contractor's Outreach office for pickup by the client. Clients may also apply for federal "Safe at Home" program through our agency.

Household Assistance - Contractor shall provide clients and their children with household assistance to include furniture and food. Emergency shelter and Outreach clients shall receive household assistance to include furniture, appliances, miscellaneous household items, clothing, or food.

Community Education - Contractor shall provide domestic violence education to Community members including service groups, schools, the medical community, law enforcement, and social service organizations. This education shall include information about domestic violence dynamics, the negative effects of family violence, the barriers this creates to healthy family lifestyles, as well as steady and productive employment, and services available.

Court-Ordered Visitation - Contractor shall provide clients and their children with monitored visitation. Contractor shall offer a safe location for these visits and transfers. Monitored visitation shall be provided at contractor's location specially tailored for this service. A trained, licensed monitor shall provide monitored visitation.

Transportation - Contractor shall provide transportation services for clients, as needed, to emergency shelter or to necessary appointments and school.

Self Sufficiency - Contractor shall arrange for a legal advocate to assist clients with obtaining restraining orders against their abusers and provide court accompaniment and support to clients as needed.

Resource/Referrals - Contractor shall provide alternate resources/referrals to clients who require services not provided by contractor. Resources and referrals shall be given by contractor's staff and volunteers.